
UI 101 Training for Vendors

Course Overview

This course is designed to familiarize information technology professionals and other project staff with the concepts, laws, administrative regulations, and business processes of the Unemployment Insurance (UI) program. It introduces participants to the basics of UI Tax, Benefits and Appeals regulations and processes at both the national and state level. The course starts with a brief overview of the history and purpose of the UI program and describes how UI benefits and administrative costs are funded.

Participants will gain an understanding of the employer's role in the UI system, including: establishment of an employer account; the reporting of quarterly wages and payment of taxes; how employer rates and charging of benefits are determined; and various enforcement activities within the UI Tax program. The instructors walk participants through the various steps in filing a claim including calculations for a monetary benefit amount and determining claimants' eligibility for benefits. The training also includes a description of different claim types; UI claimant and employer appeal rights; overpayment determination; adjustments; and fraud issues. The training concludes with an overview of required UI performance measures and Federal and Non-Federal reporting.

Learning Outcomes

Upon completing this course, participants will be able to:

- explain the purpose of the Unemployment Insurance program and the unique federal-state partnership that exists,
- describe the functional flow of processes and explain the interconnectivity between the various UI functional areas covering Tax, Benefits, and Appeals, and
- discuss the importance of collecting specific data regarding workload and performance of the state UI program and how this is accomplished both manually and using technology.

Target Audience

The training targets vendor and contractor staff and project managers currently assigned to or who anticipate being assigned to an Unemployment Insurance Information Technology Modernization project for one or more states.

Duration

The training is an in-person training course conducted as three full-day sessions.

Day 1 Agenda

The Basic UI System

- History of Unemployment Insurance
- How UI is Funded
- Legislative Changes
- A National View of UI IT Systems

UI Tax

- Employer Registration and Status Determination
- Report Submission and Processing
- Payment Processing
- Employer Rating and Benefit Charging
- Report Delinquency
- Tax Enforcement Activities
- Field Audit
- Employer Account Maintenance
- Trust Fund Accounting
- Common Tax Interfaces
- Technical Takeaways

Includes class activity:

New Employer Registration and Liability Determination

Day 2 Agenda

UI Benefits

- Initial Claims
- Claim Entitlement Types
- Interstate Benefits and UI ICON Applications
- Monetary Determinations
- Connection to the Workforce System
- Tools available to access UI and reemployment services for job-seekers
- Filing and Payment of Weekly Benefits
- Continued Eligibility Requirements
- State variations allowed in the UI program
- Common Benefit Interfaces
- Technical Takeaways

Benefit Payment Control (BPC)

- Preventing, Detecting and Establishing Overpayments
- Overpayment Recovery Methods
- Technical Takeaways

Includes class activity:

New Hire Cross Match Considerations

Day 3 Agenda

Adjudication

- Nonmonetary Eligibility
- Separation vs Non-separation Issues
- Identifying, Scheduling, and Resolving Issues

Appeals Process

- Conducting Hearings
- Impact of Reversals

Includes class activity:

Consequences of a Wage Correction

Other Benefit Programs

- Extended Benefit Programs
- Trade Programs
- Disaster Unemployment Assistance

UI Reporting, Performance Measures, Performance Management

- Benefit Accuracy Measurement (BAM)
- Benefit Timeliness & Quality (BTQ)
- Lower Authority Appeals Quality
- Tax Performance System (TPS)
- Data Validation
- Technical Takeaways